



BETTER COWS > BETTER LIFE

CRV USA Holdings Inc. • 2418 Crossroads Drive, Suite 2300 • Madison, WI 53718
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Position Description

Title: Technical Support Administrative Coordinator

Date of Issue: November 2022

POSITION SUMMARY

CRV USA is seeking a Technical Support Administrative Coordinator to be located at the U.S. headquarters in Madison, Wisconsin. The successful candidate will bring experience in a variety of administrative management practices to deliver high-quality results for bovine technology support.

This position represents an opportunity to become part of an exciting team focused on technical support initiatives including but not limited to process management of genomic samples to resulting data, genomic data retrieval, formatting and sharing for internal and external use, and providing administrative support to the technical support, management, and field staff by assisting with general business operations to ensure the successful operations of a dynamic company.

The ideal candidate actively supports CRV USA's Mission and Values and displays behavior consistent with CRV USA's Core Competencies.

ESSENTIAL DUTIES AND RESPONSIBILITIES

General Duties and Responsibilities

- Provide administrative support for the Technical Support Manager and foundational business programs.
 - Develop and maintain central administrative files.
 - Manage orders and data entry for HerdOptimizer (genomic testing), SireMatch (matings) and Ovalert (herd monitoring).
 - Track and trace genomic samples and submit information to CDCB and AEU. Report genomic results to TSM, PDM, and clients.
 - Maintain positive relationships with customers.
- Complete data entry including customer contact information and assist in maintaining accurate information in customer relations management (CRM) software.
 - Generate and send monthly invoices and reports.
 - Enter packing slip data to complete inventory transfers.
- Coordinate logistics, schedule, and organize meetings and conferences for staff and customers.
 - Prepare agendas and transcribe minutes of meetings.
 - Coordinate with event venues and vendors for facilities and meals.
- Serve as assistant receptionist for the CRV USA main office phone line and greet visitors.
- Assist with office equipment vendors such as supplies, computer consumables, company mobile phones, and other equipment for staff as needed.
- Keep the office clean and organized.
 - Track inventory of promotional products.
 - Manage office supplies inventory.
 - Coordinate mail delivery and receipt utilizing UPS/FedEx/USPS
- Provide administrative support for all members of staff as needed.
 - Assist with any hotel, airfare, and car rental reservations.

Other Functions and Responsibilities

- CRV USA places a high level of importance on the teamwork approach and a willingness to perform duties that may not necessarily be included in this job description.

QUALIFICATIONS

Core Competencies

- Understands job expectations and takes-action without being prompted
- Works independently and takes personal responsibility for assigned duties
- Generates original ideas and develops innovative solutions to help grow the business
- Encourages the flow of information, and displays active listening
- Flexible and adaptable to changing priorities and assignments

Job Specific Qualifications

- Excellent customer service and interpersonal skills to deal courteously and effectively with staff, customers, and the public are required
- Proven proficiency with computers using Microsoft Word, Outlook, Excel, and Teams is required
- Outstanding verbal and written communication skills
- Previous experience with QuickBooks is desired
- Excellent organizational skills, prioritization skills, and problem-solving ability required
- Ability to manage multiple tasks with paying attention to details
- Knowledge of agriculture and or bovine genetics is a benefit

Physical Requirements

This job requires the individual to:

- Sit, stand, bend, kneel and lift intermittently
- Use a keyboard extensively
- Answer the telephone; take accurate messages and direct calls as appropriate
- Occasionally lift and/or move physical inventory weighing up to fifty pounds

Education

- Bachelor's degree desired or equivalent work experience

WORK LOCATION: CRV USA HOLDINGS, Inc. Office in Madison, Wisconsin

SUPERVISED BY: Technical Support Manager, CRV USA Holdings, Inc.

SUPERVISES: This position does not supervise subordinate staff.

STATUS: Non-exempt position

To apply, please send your resume to kat.nissen@crv4all.us; and to joe.stanek@crv4all.us

Better cows lead to a better life for our customers, for society, and for the animals in your herd. We are committed to delivering herds and smart solutions that can help our customers future-proof their business with our focus on Health and Efficiency. We do this by delivering top-quality genetics, smart breeding management solutions, and personal advice on herd management to enable our customers to build healthy and efficient herds which are profitable and easy to manage, in a sustainable way.